

**Riverside Training Limited**  
Assessor Meeting

**Date : 4.10.12**

**Present:** Cheryl Compton, Helen Watson, Shirley Bemand, Steve Harrison, Liz Williams, Jane Cadbury, Niki Ryan, Jordan McGhee, Marie Marfell, Helen Lindley, Andrea James, Lyndon Davies, Fiona Barry, Mike Lowe.

**Apologies:** Phil Whittall

[illegible]

	<p>Please take care in labelling evidence files to make it easy to see type of assessment method and date. Claim to competence can be completed for clusters of units not just left to the end. Use the DVR to capture Witness statement where possible as this is more effective.</p> <p>Next visit on 11.12.12 in Hereford . CPD logs will need to be available for the EV on this date. Please ensure this is updated by 30.11.12</p> <p><b>Induction</b> Changes to Introduction to work placement form were circulated. Feedback to Steve.</p> <p><b>Test results</b> It was requested that Assessors are emailed the test result directly rather than just an email saying the results are on the shared drive as this is difficult when working remotely. HL to ask Admin</p>	Assessors		
		Assessors	30.11.12	
		HL	30.10.12	
<b>Curriculum Development</b>	<p><b>Retail</b> –Cheryl provided details of a new website – theretailbulletin.com</p> <p><b>Customer Service</b> – There are new mark schemes for the Level 2 and 3 Customer Service workbooks. These are more detailed to give support to learners.</p> <p><b>Business Admin</b> – Space on the L3 workshops on 10<sup>th</sup> and 17<sup>th</sup> October, the November workshop is full.</p> <p>Conference on November 29<sup>th</sup> in Birmingham run by the CFA. JC to investigate costs.</p> <p><b>Management and Team Leading</b> – NR and SH reviewing all resources on shared drive. 8 Learners attended the L3 workshop and 5 attended the TL workshop – all passed! No changes to the technical certificate and has been extended to 2016.</p> <p><b>Hospitality and Catering</b> – The Hospitality Guild have released details of the Apprenticeship Awards – form on website to make nominations.</p>	SH		
		JC		
<b>Equality and Diversity and Safeguarding</b>	<p>No issues affecting any Learners this month.</p> <p>Discussion on recent news involving Jimmy Saville [Safeguarding] Teacher/Pupil relationship [Safeguarding] and John Terry [Racial abuse]</p> <p>Age Discrimination Laws came into affect from Oct 1<sup>st</sup> this affects older patients who can sue in case of delayed medical treatment on grounds of age.</p>	HW		
<b>Health and Safety</b>	<p>No accidents reported this month.</p> <p>Homeworking risk assessment to be completed by new staff.</p>			
<b>Any other business</b>	<p>Car Parking – from Dec the car park spaces will be rented out privately - no public space available for staff or visitors.</p> <p>Sick pay – any queries on entitlement should be refered to Sharon.</p> <p>Xmas Dinner – SH volunteered to co-ordinate this. £10 Deposit paid asap.</p>			

Next Meeting: Thursday 8<sup>th</sup> November 2012

## Feedback on the Mentoring Programme

In the meeting, there were 13 Assessors and one IT administrator. Of the 13 Assessors; 5 had been assessing for over 5 years; 8 had been assessing under 5 years. The team included: 5 Hospitality & Catering Assessors; 8 Business Admin & Customer Service Assessors.

The session lasted for 40 minutes and included:

1. What is mentoring?
  - a. Comparison with other types of support
  - b. Definition of mentoring
2. The importance of mentoring at work
  - a. Benefits of mentoring
3. A Structured Mentoring Scheme
  - a. What does formal mentoring look like
  - b. How to gain agreement
4. Skills required by the mentor
  - a. Showing Empathy
  - b. Different levels of listening
  - c. Using Bloom's taxonomy for questioning
  - d. The push/ pull model of coaching and mentoring
5. A typical Mentoring conversation

The following observations were made:

- We had an interesting discussion about Empathy and sympathy
- Staff found the 5 levels of listening amusing and relevant
- Looked in detail at questioning and staff felt that it was an area that they could all focus on to encourage more learner centred reflection
- Steve was very good at explaining the push-pull approach and how you have to tailor it to different learners and at different stages of the course.
- It was agreed that a more formal approach to a mentoring agreement was a good idea and agreed to develop one as part of the project.
- All staff found the session useful and agreed to use some of the techniques on their own learners and with their employers during quarterly reviews, although everyone agreed that it had to be targeted to those employers who would be supportive.
- It was agreed to create some aide memoires for staff to use with employers.
- Manual may need to differentiate between the qualities of a mentor and the skills of a mentor